



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Aging and Long-Term Support Administration
PO Box 45600, Olympia, Washington 98504-5600

October 9, 2020

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ALTSA: AFH #2020-051
ALTSA: ALF #2020-049
ALTSA: CCRSS #2020-036
ALTSA: ICF/IID #2020-039
ALTSA: ESF #2020-038

RCS REIMPLEMENTATION OF INSPECTION AND INVESTIGATION ACTIVITIES

Dear Administrator, Superintendent, Provider, or Stakeholder:

On February 29, 2020, Governor Inslee declared a state of emergency for Washington State related to the COVID-19 outbreak. Since then, the Governor issued a number of proclamations suspending certain inspections and investigations for residential and long-term care settings regulated by Residential Care Services (RCS).

For nursing homes and Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IID), the Centers for Medicare and Medicaid Services (CMS) suspended certain complaint investigations and all recertification surveys.

The letter announces the release of the [Reimplementation of Inspection and Investigation Activity for Residential Care Services](#) effective November 1, 2020. Reimplementation activities include re-implementing investigations, re-certification surveys, and other field work, including the work of the Case Mix, Residential Inspection and Quality Assurance (RIQA), Behavioral Health Quality Improvement Consultation, and Training programs.

RCS field staff have been provided guidance that includes:

- Use of Personal Protective Equipment and hand sanitizers, cleaning computers and other protective measures when entering a facility, and
- Staff support measures and resources.

Providers are encouraged to review these Reimplementation of Inspection and Investigation Activity for Residential Care Services and to work with RCS staff during visits to ensure resident and staff safety. Some additional items that may assist RCS staff:

- For settings with more residents and larger spaces, a conference room sized to accommodate social distancing for multiple RCS staff and for interviews with facility staff or residents.
- For settings with fewer residents and smaller spaces, such as the adult family home setting, a work space for RCS staff apart from residents and facility staff.
- Prompt access to records will help minimize RCS staff time in the facility or home.

Please note the information provided to staff is guidance only. RCS field staff and management will evaluate each situation to determine the safest way to complete the investigation or inspection assignment.

Thank you for your continued commitment to resident health and safety. If you have any questions, please contact your local RCS Field Manager.

Sincerely,

Candace Goehring, Director
Residential Care Services

DSHS: *“Transforming Lives”*